

Health Insurance Counseling and Advocacy (HICAP) Aggregate Report

Program: PSA 23 - Elder Law and Advocacy

From: 07/01/2011 To: 06/30/2012

Public and Media Data Report

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
Type of Activity	Q1	Q2	Q3	Q4	
Interactive Presentations to Public in Person					
Total Number of Events	26	34	15	14	89
Estimated Number of Attendees	728	837	343	495	2,403
Estimated Number of Persons Provided Enrollment Assistance	24	6	0	6	36
Booths or Exhibits at Fairs or Special Events					
Total Number of Events	9	11	1	10	31
Estimated Number of Attendees	1,166	1,196	88	6,830	9,280
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	20	20
Mobile InfoVan Events					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
Estimated Number of Persons Provided Enrollment Assistance	0	0	0	0	0
Dedicated Enrollment Events					
Total Number of Events	0	0	1	4	5
Estimated Number of Attendees	0	0	126	625	751
Estimated Number of Persons Received Any Enrollment Assistance	0	0	0	0	0
Enrollment Assistance with Medicare Programs(s)	0	0	0	0	0
Enrollment Assistance with Part D	0	0	0	0	0
Enrollment Assistance with LIS	0	0	0	0	0
Enrollment Assistance MSP	0	0	0	0	0
Enrollment Assistance with Other Medicare Program	0	0	0	0	0
Radio Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	0	0	0	0	0
Estimated Number of Attendees	0	0	0	0	0
TV/Cable Shows Live or Taped (Not a Public Service Announcement)					
Total Number of Events	1	0	0	0	1
Estimated Number of Attendees	300,000	0	0	0	300,000
Other Electronic Events (Public Service Announcements (Radio/TV), Ads, Crawls, etc.)					
Total Number of Activities	2	0	0	0	2
Estimated Number of Persons Reached	1,775	0	0	0	1,775

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Other Print Activity (newspaper articles, fliers, phamplets, etc.)					
Total Number of Print Activities	6	2	3	0	11
Estimated Number of Targeted Persons Reached	22,000	30,000	5,650	0	57,650
Presenters					
HICAP Paid Staff					
Total Presenters	41	41	19	20	121
Total Hours for Length of Activities	66.20	95.40	34.40	66.30	262.30
HICAP In-Kind Paid Staff					
Total Presenters	0	0	0	0	0
Total Hours for Length of Activities	0.00	0.00	0.00	0.00	0.00
HICAP Volunteer Staff					
Total Presenters	3	5	1	1	10
Total Hours for Length of Activities	9.00	10.00	1.00	1.00	21.00
Other Presenters					
Total Presenters	1	1	0	8	10
Total Hours for Length of Activities	0.00	4.00	0.00	40.00	44.00
Area of Focus					
Dual Eligible with Mental Illness	47	43	18	30	115
Employer Termination - COBRA	35	39	17	24	115
General HICAP Information	37	43	17	25	122
Grievances / Appeals - Plan Issues	42	45	20	25	132
Long-Term Care / Insurance	37	42	16	22	117
Low Income Subsidy (LIS) / Application Assistance	40	43	18	26	127
Medicare (Parts A & B)	42	44	19	26	131
Medicare Advantage (Part C)	43	45	20	26	134
Medicare Fraud / Abuse	43	43	19	26	131
Medicare Prescription Drug Coverage (Part D)	41	41	19	25	126
Medigap / Medicare Supplements	43	44	19	22	128
Non-Medicare Fraud/Abuse	40	44	18	26	128
Other Topics / Issues (Health Specific)	7	4	4	3	18
	2	3	0	10	15

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	Q1	Q2	Q3	Q4	
Partnership Recruitment	7	6	2	4	19
Preventive Care Benefits	41	45	19	25	130
QMB/SLMB/QI	40	44	19	26	129
Volunteer Recruitment	10	9	6	11	36
Targeted Audience					
African American	42	46	19	27	134
American Indian or Native Alaskan	42	46	19	26	133
Asian Indian	39	42	17	25	123
Caucasian	44	46	19	27	136
Chinese	39	45	19	25	128
Disabled	44	46	19	27	136
Dual Eligible Groups	35	35	17	25	112
Employer Related Groups	33	31	19	23	106
Family Member/Caregiver of Beneficiary	44	46	19	27	136
Filipino	36	37	13	21	107
Guamanian or Chamorro	39	41	18	26	124
Hispanic / Latino	42	46	19	27	134
Hmong	23	21	9	18	71
Japanese	39	44	18	26	127
Korean	38	41	17	24	120
Low Income	40	42	18	26	126
Medicare Beneficiaries	43	46	19	27	135
Medicare Pre-Enrollees	41	45	19	24	129
Mental Health	28	28	10	19	85
Mental Health Professionals	24	20	6	20	70
Native Hawaiian	36	35	17	25	113
Other	2	0	0	2	4
Other Asian	9	4	1	8	22
Other Pacific Islander	10	5	3	11	29
Partnership Outreach	25	12	7	14	58
Presentations to Groups in Language Other than English	11	8	5	6	30
Rural	0	0	0	1	1
Samoan	30	33	13	20	96
Social Work Professionals	28	24	8	22	82
Some Other Race or Ethnicity	4	1	0	3	8
Vietnamese	32	35	14	22	103

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	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Web Site Hits					
Total Web Hits to Local HICAP Web Site	0	0	0	0	0
Literature from Events					
General HICAP Brochure	3,110	3,770	1,015	5,010	12,905
"Taking Care of Tomorrow"	0	0	0	0	0
Other Publications (Created by or on Behalf of Local HICAP)	4,460	4,640	1,265	4,300	14,665
Other Literature					
Other Literature	0	0	0	0	0
Brochures from Quick Call	0	0	0	0	0

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Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
SECTION 1 - Client Contacts					
Total Clients Counseled (unduplicated)	687	792	671	576	2,726
Total Finalized Intakes	451	697	531	453	2,132
How did client learn about SHIP/HICAP?					
Agency (Social Security, Medi-Cal, etc.)	181	263	243	206	893
Aging into Medicare Postacd - CDA HICAP	14	6	3	5	28
CDA HICAP	11	12	4	3	30
CHA	0	0	0	0	0
CMS/Medicare	54	59	39	36	188
Friend/Relative	29	67	47	50	193
InfoVan	0	0	0	0	0
Internet	13	8	10	12	43
Mailings	16	25	5	7	53
Media	4	17	11	4	36
Other	47	80	70	62	259
Presentations	9	31	10	5	55
Previous Contacts	26	87	26	28	167
State Website	1	0	2	1	4
Missing/Not Collected	46	42	61	34	183
Mode of Client Contact					
Quick Call Contacts	426	272	367	242	1,307
Contacts by Telephone	133	233	180	146	692
Contacts In Person at home	0	4	3	2	9
Contacts In Person at site	325	454	359	321	1,459
Contacts by E-Mail	7	3	2	11	23
Contacts by Mail/Fax	13	12	9	14	48
Total Number of Client Contacts:	904	978	920	736	3,538
Contact Status Types					
General info	90	120	65	75	350
Detailed Assistance	344	526	432	369	1,671
Problem Solving/Resolution	43	64	56	52	215
Total Counseling Time Spent by Counselor Type					
Program Manager	26.00	53.10	16.20	12.45	107.75
Volunteer	346.55	478.29	368.24	387.55	1,580.63
Paid	98.25	173.05	137.02	75.37	483.69
In-Kind	0.00	0.00	0.00	0.00	0.00
SECTION 2 - Client Demographics					
Ethnicity					
(Hispanic/Latino)	55	84	67	49	255
Race					
African American/Black	9	19	13	13	54

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Client Contacts & Demographics

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
American Indian/Alaskan Native	2	1	0	0	3
Caucasian/White	306	468	324	305	1,403
Native Hawaiian	0	0	0	0	0
Guamanian or Chamoro	0	1	1	0	2
Samoan	0	1	0	0	1
Asian Indian	4	3	1	1	9
Chinese	3	7	2	4	16
Filipino	8	13	17	11	49
Japanese	3	6	2	0	11
Hmong	0	0	0	0	0
Korean	0	0	0	1	1
Vietnamese	2	1	0	1	4
Other Pacific Islander	1	1	0	1	3
Other Asian	1	0	1	3	5
Two or More Race	0	0	0	0	0
Some Other race	9	9	7	9	34
Not Collected	103	167	163	104	537
Gender					
Female	261	397	320	254	1,232
Male	169	238	177	167	751
Not Collected	21	62	34	32	149
Monthly Income					
Less than 150% of FPL	128	186	170	141	625
Equal To/Greater than 150% of FPL	216	392	273	244	1,125
Not collected	107	119	88	68	382
Client Asset Limits					
Below LIS Asset limit	51	71	78	46	246
At or Above LIS Asset Limit	27	40	13	20	100
Not Collected	373	586	440	387	1,786

From: 07/01/2011 To: 06/30/2012

Client Contacts & Demographics

	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	TOTAL
Total Clients that Checked Yes as Being					
Veteran	37	49	42	33	161
Limited English Proficient (LEP)	38	63	49	48	198
Dual Eligible	67	113	83	57	320
Medicare Status Due to Disability	79	81	77	72	309
Dual Eligible due to Mental Disability	6	14	6	4	30
Applying/Receiving Social Security/Medicare Disability	83	88	91	81	343
Age					
Under 60	44	58	63	58	223
60-64	34	36	33	88	191
65-74	237	328	261	180	1,006
75-84	57	142	82	71	352
85+	43	63	35	26	167
Not Collected	36	70	57	30	193
Marital Status					
Married	166	246	185	173	770
Never Married	62	75	81	82	300
Separated	6	5	10	8	29
Divorced	80	124	91	91	386
Widowed	68	112	81	59	320
Domestic Partner	4	3	2	1	10
Not Collected	65	132	81	39	317
Estimated Financial Saving					
Clients with Financial Savings	17	27	22	4	70
Estimated Dollars Saved	\$204,155.20	\$224,800.00	\$31,100.00	\$5,075.00	\$465,130.20

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Medicare Parts A&B (Original Medicare)					
Enrollment/Eligibility/Screening	188	221	200	162	771
Benefit Comparisons/Explanation/Coverage Changes	236	269	210	216	931
Appeals/Grievances	6	13	14	19	52
Billings/Claims	30	22	23	33	108
Fraud/Abuse	1	1	7	1	10
Quality of Care	3	2	7	3	15
LTC/LTCI					
Enrollment/Eligibility Assistance	17	14	20	18	69
Billings/Claims	7	1	6	5	19
LTC Partnership	5	1	6	2	14
Appeal/Grievances	8	3	2	5	18
Fraud/Abuse	0	0	0	0	0
Other LTC	9	5	9	6	29
Medigap/Supplement/SELECT					
Enrollment/Eligibility/Screening	138	208	160	148	654
Benefit Explanation	167	232	173	191	763
Appeals/Grievances	2	2	2	3	9
Billings/Claims	8	12	8	5	33
Fraud/Abuse	0	0	1	0	1
Disenrollment/Coverage Changes	7	17	8	7	39
Quality of Care	1	3	1	1	6
Plan Comparison	85	145	120	110	460
Marketing/Sales Complaints/Issues	1	1	3	0	5
Plan Non Renewal	0	0	3	0	3
Medicare Advantage (e.g., MSA, HMO, PPO, Specialty Plans)					
Eligibility/Screening	178	280	203	161	822
Benefit Explanation	234	364	237	237	1,072
Appeals/Grievances	10	11	15	9	45
Billings/Claims	20	21	21	15	77
Fraud/Abuse	0	0	3	1	4
Coverage Changes/Disenrollment	27	51	39	17	134
Plan Non Renewal	0	28	2	3	33
Plan Comparison	121	287	164	161	733
Enrollment/Enrollment Assistance	19	28	19	16	82
Quality of Care	6	10	6	7	29
Marketing/Sales Complaints or Issues	4	4	2	2	12
Medi-Cal					
Medi-Cal Screening (SSI, Nursing Home)	19	27	25	13	84
Medi-Cal Application Assistance	12	7	9	13	41

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	Topics/Needs Discussed				TOTAL
	JUL-SEP Q1	OCT-DEC Q2	JAN-MAR Q3	APR-JUN Q4	
MSP Screening (QMB, SLMB, Q-1)	115	121	135	94	465
MSP Application Assistance	42	43	64	48	197
Medi-Cal/QMB Claims	8	22	26	9	65
Fraud/Abuse	0	1	0	0	1
Other	12	13	9	11	45
Other					
Employer/Federal Health Benefits (FEHB)	64	54	49	41	208
Military Benefits	20	18	26	17	81
COBRA	15	7	10	10	42
Mental Health Topics	2	3	2	1	8
Fraud/Abuse	0	1	2	1	4
Other Health Insurance	18	14	15	19	66
Other	6	12	14	6	38
Part D - Medicare Prescription Drug Coverage					
Benefit Explanation	225	345	240	212	1,022
Eligibility/Screening	144	202	152	115	613
Plan Comparison	143	289	181	146	759
Enrollment/Anrollment Assistance	38	83	29	28	178
Billings/Claims	4	7	3	2	16
Coverage Changes	15	27	16	6	64
Re-enrollment	1	1	0	3	5
Disenrollment	2	10	6	6	24
TROOP	9	11	19	11	50
Other	1	14	6	5	26
LIS / Extra Help					
Eligibility / Screening	141	198	223	144	706
Benefit Explanation	111	139	175	124	549
Application Assistance	57	64	128	74	323
Claims/Billings	2	1	3	0	6
Appeals / Grievances	0	0	2	0	2
Other Prescription Drug CoveragePlans					
Union/employer	17	11	13	11	52
PPARx	3	1	7	4	15
Military Drug Benefit	10	6	15	5	36
Manufacturer Program	3	2	4	2	11
Other	2	5	11	5	23
Part D Plan Problems					
(Non-Compliance Services Unmet)					
Eligibility	11	20	26	9	66
Lag Time	0	0	0	1	1
Multiple Enrollment	1	0	1	0	2
Poor Training of Agents	0	0	2	0	2
Poor Training of CSR	0	0	0	0	0

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	Topics/Needs Discussed				
	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	TOTAL
	Q1	Q2	Q3	Q4	
Fraud/Abuse	0	0	0	0	0
Marketing Fraud/Abuse	0	0	2	0	2
Agent fraud/abuse	0	1	1	0	2
Formulary problems/changes	7	5	9	4	25
Dosage problem	0	1	0	1	2
Data problems	0	0	2	0	2
Delay in medications	0	1	5	0	6
Incorrect Co-Pay/Can't Afford Co-Pay	0	2	6	1	9
Client reached donut hole	1	2	1	1	5
SSA Premium withheld	0	0	0	0	0
Appeals/Grievances	1	1	5	4	11
Quality of Care	0	0	0	0	0
Plan Non Renewal	1	0	1	1	3
HICAP Legal Services					
Referrals to HICAP Legal	0	33	28	44	105
Legal Clients Served	245	180	185	180	790
Cases Opened	40	33	28	44	145
Cases Closed	26	37	21	31	115
Favorable Closed Case Results	5	14	10	10	39
Client Representation Hours	420	420	420	420	1,680
Consultation to Program Hours	220	120	120	120	580
HICAP Legal Clients that Saved	11	8	8	12	39
Estimated Financial Savings	\$30,856.00	\$15,584.00	\$29,663.00	\$59,893.00	\$135,996.00

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Complaints Filed

	JUL-SEP	OCT-DEC	JAN-MAR	APR-JUN	
	Q1	Q2	Q3	Q4	TOTAL
Medicare Part D Complaints Filed					
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
Part D Plan:	0	0	2	0	2
SMP:	0	0	0	0	0
Urgent Fax:	0	0	0	0	0
800 Medicare:	0	1	0	2	3
Other:	2	4	1	3	10
TOTAL MEDICARE PART D COMPLAINTS	2	5	3	5	15

All Other Complaints

APS :	0	0	0	0	0
CDI:	0	0	0	0	0
CMS:	0	0	0	0	0
QIO:	0	0	0	0	0
SMP:	0	0	0	0	0
Other:	0	0	0	0	0
TOTAL ALL OTHER COMPLAINTS	0	0	0	0	0

800 Medicare Line Issues

Total number of Calls with Issues	28	47	60	24	159
Total duration of calls	10.20	56.42	29.35	14.24	110.21